
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical

Class Series: Specialty

Grid: 25

Class Title: Protection Services Supervisor

I. Level Definition

Positions at this level supervise Protection Service Officers and other designated staff and patrol buildings and/or grounds to maintain and enforce security of persons and property including investigating disturbances and responding to emergencies. May provide medical assistance as a designated first aid attendant.

II. Typical Duties

1. Supervises Protection Services Officers and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Patrols and monitors buildings and/or grounds including utilizing computerized surveillance equipment and video monitoring systems. Enforces facility regulations and security procedures. Identifies risks, safety and security hazards and takes appropriate action as required.
3. Checks doors, windows and other entrances and secures same to prevent entry of unauthorized persons.
4. Investigates and resolves disturbances utilizing non-violent interventions. Utilizes physical control techniques such as applying restraints as necessary.
5. Responds to emergencies by performing functions such as assessing the situation, consulting with staff and others and taking appropriate action as required.
6. Provides security for patients, residents, staff, and the public by performing functions such as responding to requests for assistance and providing security escort as required.
7. Provides pre/post flight safety by performing inspections of heliports as required.
8. Liaises with outside agencies such as fire and police regarding issues such as fire and security protocol, response, incidents, and investigations.
9. Participates in photo identification and security system programs by performing functions such as taking staff photos, verifying information, and entering information into databases.
10. Responds to first aid events and administers first aid as required.
11. Maintains related records and prepares reports.
12. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12, successful completion of recognized Basic and Advanced Security Training certification, Intermediate First Aid plus three years of recent related experience including one year in a supervisory capacity or an equivalent combination of education, training, and experience. Holds a valid B.C. Security Guard License with applicable handcuff endorsement.

(2) Skills and Abilities

- (i) Ability to communicate effectively both verbally and in writing.
- (ii) Ability to deal with others effectively.
- (iii) Physical ability to carry out the duties of the position.
- (iv) Ability to supervise.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.